



## Helping Clients Build Better Workplaces™

**Capabilities Statement: *Helping Clients Build Better Workplaces for Over 25 Years!*** Hicks-Carter-Hicks is an award-winning, full-service performance improvement firm that partners with organizations to strengthen employee and organizational performance. We deliver data-driven, results-oriented solutions supporting leaders committed to lasting improvement through transformational change, innovative approaches, and people-first practices. Our work is grounded in helping clients improve their triple bottom line—people, profit, and the planet—with a clear focus on measurable ROI and sustainable growth. This is the Hicks-Carter-Hicks difference: solutions informed by data designed to unlock performance and support long-term success. Explore the information below and visit our website at <https://www.h-c-h.com> to learn more about our solutions and impact.

### Learning & Development

- Coaching (Individuals, Teams, and Workgroups)
- Leadership Development Training
- Various Professional Development Seminars
- Civility & Respect Training
- Asynchronous Courses (over 500)
- Curriculum Development
- Simulations

### Surveys, Assessments & Organizational Research

- Surveys: Culture/Climate, Customer, Community, and Employee Engagement/Employee Opinion
- Focus Groups, Listening Sessions, and Interviews
- Authorized Partner for Everything DiSC® & The Five Behaviors of a Cohesive Team™
- Organizational Assessments/Audits
- 360s and other Employee Assessments

### Consulting

- Organizational Development & Change Management
- Management
- Human Resource Management
- Climate/Culture
- Strategic Planning

### Mission

Our mission is to facilitate organizational excellence by helping clients create a highly effective and welcoming workplace, implementing transformational change, developing talent, and instituting people-first policies and practices that are fair for all employees.

### NAICS Codes

- 541611 – Administrative Management & General Management Consulting
- 541612 – Human Resource Consulting
- 541618 – Other Management Consulting
- 541690 – Other Scientific & Technical Consulting
- 611430 – Professional and Management Development Training

### Awards & Recognition

- 2023: **Distinguished Alumni Award** - University of Missouri-St. Louis (UMSL)
- 2021: **Leader of Distinction Honoree** - YWCA
- **Class of 2019 Enterprising Women of the Year Honoree** - *Enterprising Women Magazine*
- 2018: **Most Influential Business Women Award** - *St. Louis Business Journal*
- 2018: **WBE Who Rocks** - *MBE Magazine*
- 2017: **Entrepreneur of the Year** - St. Louis American Foundation
- 2010 - 2019: **Salute to Excellence in Business Award** - St. Louis American Foundation

### Contact Us

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*Helping Clients Build Better Workplaces™*

**Differentiators**

- Value Proposition: ROI-based consulting, coaching, and training services
- Performance-based training solutions and services
- Hicks-Carter-Hicks Leadership Academy™ (An online, blended, and classroom learning experience for directors, managers, supervisors, and individual contributors)
- Comprehensive Change Management Model known as PMIRS™ (Consult, Implement, Teach, and Trainer-The-Trainer Certification)
- Qualitative & Quantitative (Q2™) Organizational Assessments and Employee Surveys
- Award-winning performance



**Testimonials**

- "Because of the efforts of Hicks-Carter-Hicks, the District was able to provide a different approach to developing our leadership." **Vicki Taylor Edwards - Metropolitan St. Louis Sewer District**
- "Hicks-Carter-Hicks creates value, they strive for excellence, and the company's owner is always accessible to clients." **Daphanie Pointer - Bayer**
- "I am very pleased with all the services provided by Hicks-Carter-Hicks. Hicks-Carter-Hicks delivers high-quality work on time." **Dr. Mark Whitmore - Westfield Insurance**
- "They are exceptional in their field and deliver outstanding service and results." **Margie Anderson - Metropolitan Sewer District of Greater Cincinnati**
- "Hicks-Carter-Hicks always brings its A-game." **Bill Barnhill - Greater Cincinnati Water Works**
- "Hicks-Carter-Hicks takes a systems view to challenging issues and works to resolve them for the long term." **Dan Bean - Colarelli, Meyer, and Associates (CMA)**
- "Hicks-Carter-Hicks possesses expert-level skills for developing strategies, facilitating and guiding group meetings, synthesizing information into a useful format, and working with executive leadership teams." **Mark Murtha - Enterprise Bank & Trust**
- "Superstars" **Deborah Cooper – Nonprofit Services Center**

**Past & Present Performance**

- Ameristar Casino Resort Spa - St. Charles, MO
- Barnes-Jewish Hospital
- City of Cincinnati, OH
  - Greater Cincinnati Water Works
  - Metropolitan Sewer District of Greater Cincinnati
- Colorado Springs Utilities
- Commerce Bank
- COUNTRY Financial
- Department of Veterans Affairs (Kansas City VA Medical Center)
- Easterseals Midwest
- Edward Jones
- Enterprise Bank and Trust
- Federal Public Defender Office
- Hampton Roads Sanitation District (HRSD)
- Hazelwood School District
- Louisville Metropolitan Sewer District
- Macy's
- Mercy Hospital St. Louis
- Metropolitan St. Louis Sewer District
- Missouri Department of Transportation
- Nationwide
- Nike
- NISA Investment Advisors
- Novus International
- Reinsurance Group of America (RGA)
- Saint Louis Community College
- St. Louis County Library
- SSM Health
- Washington University in St. Louis
- Westfield Bank and Westfield Insurance